

Business ConneCT Employee

Improved efficiency and productivity

Employee



UNIVERGE Business ConneCT, NEC's versatile all-in-one Unified Communications & Collaboration (UC&C) suite, integrates all communication streams and presents them in a single view, giving employees control over how and when to be contacted, via a choice of devices – in the office, at home and on the move. Business ConneCT includes call control, presence, voicemail, operator and directory services, as well as a comprehensive contact center.

Adequate response to incoming calls lead to revenue growth Bridge the gap between Computer and Phone

- > Use Business ConneCT for your colleagues' availability and call him with a simple mouse click. No need to read your phone's manual anymore. Simply use the BCT Client to transfer a call, create a conference call, view missed calls or listen to your voicemail.



Improve the reachability of your staff

- > Control how (manually or via the built-in calendar or Microsoft® Outlook) and where (Voicemail, mobile number, secretary, home phone number) you want to be reached;
- > Your mobile work force: extensive support of mobile DECT handsets (central directory, messaging) and Smart Phone users.

Improve the efficiency and productivity of your staff

- > Dial from Microsoft® Outlook, Microsoft® Office and Web pages;
- > Fast directory searches, with real-time phone and presence information;
- > Collaborate with Secure enterprise Instant Messaging; break down communication barriers and connect remote team members.

Support flexible working models

- > Multi-role (e.g. in peak hours some of your staff act as Business ConneCT Agents or Operators);
- > Work remote with Softphone or Smartphone.



At a Glance

- > Multimedia Contact Center
 - Voice, Web Chat, WhatsApp and Email
 - Callback
 - Inbound and Outbound
- > Unified Communications
 - Desktop PC Client
 - Smart Mobile Client
 - Desktop Phone XML Client
- > Easy to Switch Roles (Employee, Operator, Agent)
- > Presence Management
- > Extensive Directories
- > Integrated Voicemail
- > Voicemail to e-mail
- > On demand Call Recording
- > Secure Instant Messaging & file transfer
- > DECT Corporate Directory
- > Single Server
- > Multilingual: 20 languages available
- > Single and Easy Install
- > Select language per user
- > Single Point of Management
- > Integration with MA4000 or Active Directory
- > Minimal training, Intuitive users interface, On-line help
- > DECT and SMS TextMessaging
- > Back Office Integrations
- > Works with all NEC platforms (3C, SV9000 and SIP@Net) and terminals (Softphone, IP, digital, DECT, analog)
- > Latest Microsoft® Windows and .NET technology
- > Integrates with Microsoft® Outlook Calendar and Microsoft® Office



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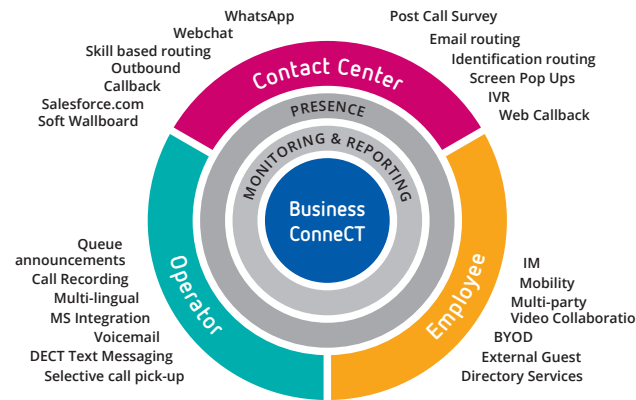
Employee



Unify all communication Streams and Empower your Business

- Desktop Unified Communications for your Employees
- Real-time phone status and presence information
- See who is calling, name, number, photo, department
- Desktop Call control
- Presence Management
- Instant Messaging
- Directory Services
- Integrated Voicemail
- Answer/Hold/Shuttle/(blind)Transfer/Enquiry
- 3-party conference call handling
- Call Pickup
- Outlook Calendar integration or Built-in calendar
- Personal, Company, and External Directory
- Call log, calls missed, calls answered, calls made
- Personal Group Display/Busy Lamp Field
- Hotkey dialer; dial from any application
- DECT and SMS Messaging
- Mobile Client for Smart Phones
- DT XML Client for NEC DT terminals
- Corporate directory and phone presence on DECT phones
- Desktop Client Pop-ups
- On-line Help

- Presence Delegation
- Languages: Brazilian, Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Spanish Catalan, Swedish, Turkish



Presence

Presence information allows users to check whether colleagues are present or busy. A single view shows the availability of everyone in your organization in real time (PC, calendar, phone) and you can contact colleagues the minute they become available.



Mobile Client

Business ConneCT's Mobile Client works with the majority of mobile phones, making them true extensions of the enterprise telephony infrastructure and giving mobile workers the same familiar experience on their mobile phone as they're used to on their office PC.



Voicemail & Messaging

Business ConneCT has built-in Voicemail. Activation can either be controlled through the Business ConneCT calendar or through the Microsoft Outlook calendar. Instant Messaging (and DECT and SMS Text messaging) provides an alternative way of contacting a colleague while he or she is busy on the phone or in a meeting. It can also be used as soft break-in, while for remote workers it saves communication costs.



Directory Services

Business ConneCT provides access to up-to-date and powerful directories that also show phone and presence status. Employees can create their own personal list of contacts, while external and web-based directories can also be integrated. The Hotkey Dialer can dial any phone number in any application on the screen.

For further information

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